



Know your rights in a changing energy market

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem. This includes issues with your bills or meters, or if you're struggling to pay for the energy you use. They're the official source of free and independent energy advice and support.

Go to: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

Call: **0808 223 1133**

Textphone: **18001** followed by **0808 223 1133**

Mon–Fri, 9am–5pm

Calls are free

Take control and get a better energy deal

Want to save money by switching tariff or supplier?

Check out our price comparison tool
energycompare.citizensadvice.org.uk

Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

Simple Energy Advice

(England and Wales)

Go to: simpleenergyadvice.org.uk

Or call: **0800 444 202**

Mon–Fri, 8am–8pm

Sat–Sun, 9am–5pm

Calls are free

Nest (Wales only)

Go to: nest.gov.wales

Or call: **0808 808 2244**

Mon–Fri, 9am–6pm

Calls are free

